

Appl. No. 10/007,637
Amdt. Dated July 9, 2005
Reply to Office Action of April 13, 2005

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

1. (currently amended) A method for creating communication service plan recommendations for a client for selection of a service plan from a communication service provider, comprising:

accessing billing files in a memory device to identify a plurality of client communication devices, wherein the billing files include call detail records from one or more of the communication service providers for calls made with the client communication devices;

determining average usage of each of the client communication devices based on the call detail records over an analysis period, wherein the average use determining includes determining actual call time for the calls made with the client communication devices based on the call detail records and the determined average use includes any usage time unbilled by the communication service providers;

creating a list of service plans available from communication service providers for each of the client communication devices;

calculating a plan cost for each of the service plans on the list for each of the client communication devices based on the determined average usage; and

generating a recommendation report including for each of the client communication devices at least a portion of the service plans on the list arranged in order of the calculated plan cost.

2. (canceled)

3. (original) The method of Claim 1, wherein the average use determining includes determining average call duration and a range of call durations from the call detail records.

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4. (original) The method of Claim 1, wherein the analysis period includes the previous three months.

5. (original) The method of Claim 1, further including applying communication service provider criteria for enrollment in the service plans in the recommendation report and removing invalid ones of the service plans for which the communication device does not meet the criteria.

6. (original) The method of Claim 1, further including applying analysis parameters provided by the client to the service plans in the recommendation report and removing ones of the service plans not meeting the client-provided parameters.

7. (original) The method of Claim 6, wherein the client-provided parameters include a minimum saving amount per billing period.

8. (original) The method of Claim 1, further including prior to the accessing of the billing files, receiving billing and usage data from two or more of the communication service providers having at least two data formats, and further including processing the received billing and usage data into single-format output files and storing the single-format output files in the memory device.

9. (original) The method of Claim 8, wherein the processing is performed by separate parser modules for each of the communication service providers.

10. (original) The method of Claim 8, wherein the processing includes generating plaintext files from at least a portion of the received billing and usage data and wherein the parsing of the plaintext files is performed with a text parser module.

Claims 11-20 (canceled)

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21. (currently amended) A method in a computer system for managing wireless communication device usage for a client, comprising:

storing employee information, device information, and existing carrier and carrier service plan information received from the client, wherein the employee information is linked to device information indicating an employee assigned to use a device and wherein the existing carrier and carrier plan information is linked to the device information indicating for each device an existing carrier and carrier service plan;

processing billing information from the existing carriers to determine usage for the devices based on call detail records in the billing information;

determining a set of preferred service plans from a set of available service plans for each of the devices based on the determined usage, wherein the determining includes applying one or more analysis parameters provided by the client to the set of preferred service plans and removing any service plans from the set that do not satisfy the analysis parameters; and

preparing reports including cost and usage summaries for each device and including the determined set of preferred service plans.

~~providing requesting users differing levels of access to the determined set of preferred service plans and the stored information based on a previously assigned user access level.~~

22. (currently amended) The method of Claim 21, further including providing requesting users differing levels of access to the determined set of preferred service plans and the stored information based on a previously-assigned user access level ~~preparing reports including cost and usage summaries for each device,~~ the reports being accessible by the client based on the user access level assigned the client.

23. (currently amended) The method of Claim ~~[[22]]~~ 21, wherein the reports comprise client-specific reports selected from the group of reports consisting of client project reports, client market reports, and client department reports.

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24. (original) The method of Claim 21, further including receiving a usage alert level from the client for an employee, comparing the usage alert level to the determined usage for the employee, and if the determined usage exceeds the usage alert level, generating an alert.

25. (new) The method of Claim 21, the method further includes calculating a plan cost for each of the preferred service plans based on the determined usage for each of the devices and a plan cost for the existing carrier plan for each of the devices and wherein the client-provided analysis parameters include a minimum difference between the plan cost for each of the preferred service plans and the plan cost for the existing carrier plan.

26. (new) The method of Claim 21, wherein the client-provided analysis parameters include a first set of analysis rules for a first portion of the devices and a second set of analysis rules for a second portion of the devices and wherein the first set and second set differ.

27. (new) A method for creating communication service plan recommendations for a client for selection of service plans from a plurality of communication service providers on a device-by-device basis, comprising:

- receiving billing and usage data for a plurality of client communication devices from two or more of the communication service providers having at least two data formats;

- processing the received billing and usage data into single-format output files, wherein the processing is performed by a set of parser modules that are each configured for processing billing and usage data from one of the communication service providers;

- storing the single-format output files in a memory device;

- accessing billing files in the memory device to identify a set of the client communication devices, wherein the billing files include call detail records from one

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or more of the communication service providers for calls made with the client communication devices;

determining average usage of each of the client communication devices based on the call detail records over an analysis period;

creating a list of service plans available from communication service providers for each of the client communication devices;

calculating a plan cost for each of the service plans on the list for each of the client communication devices based on the determined average usage; and

generating a recommendation report including for each of the client communication devices at least a portion of the service plans on the list, the portion being selected based on the calculated plan cost.

28. (new) The method of Claim 27, wherein the average use determining includes determining average call duration and a range of call durations from the call detail records.

29. (new) The method of Claim 27, further including applying communication service provider criteria for enrollment in the service plans in the recommendation report and removing invalid ones of the service plans for which the communication device does not meet the criteria.

30. (new) The method of Claim 27, further including applying analysis parameters provided by the client to the service plans in the recommendation report and removing ones of the service plans not meeting the client-provided parameters.

31. (new) The method of Claim 30, wherein the client-provided parameters include a minimum saving amount per billing period.

32. (new) The method of Claim 8, wherein the processing includes generating plaintext files from at least a portion of the received billing and usage data and wherein the parsing of the plaintext files is performed with a text parser module.